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BEFORE THE ARIZONA CORPORATION COMMISSION

MARC SPITZER
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IN THE MATTER OF U S WEST
COMMUNICATIONS, INC.'S COMPLIANCE
WITH § 271 OF THE
TELECOMMUNICATIONS ACT OF 1996.

**QWEST'S QUARTERLY REPORT
REGARDING ITS
CHANGE MANAGEMENT PROCESS**

Qwest Corporation ("Qwest") submits this Quarterly Report regarding its Change Management Process pursuant to the Arizona Corporation Commission's ("ACC") Order¹ relating to Qwest's Operational Support Systems ("OSS"), which, among other things, adopted certain reporting recommendations in Staff's Supplemental Report on Qwest's Compliance with Checklist Item No. 2: Access to Unbundled Network Elements (UNEs), Change Management Process and Stand-Alone Test Environment, dated May 7, 2002 ("Staff's CMP Report"), at pp. 14-15.

In Staff's CMP Report, Staff recommended that Qwest develop a report on the effectiveness of the Re-Designed Change Management Process, to be filed with the ACC on a quarterly basis.² In accordance with that recommendation, Qwest began submitting quarterly CMP reports in August 2002, beginning with data for the second calendar quarter of 2002. The

¹ Decision No. 66224, ACC Order, *In the Matter of US WEST Communication, Inc.'s Compliance with §271 of the Telecommunications Act of 1996*, at ¶¶72, 151, and ordering paragraphs (August 28, 2003) ("OSS Order").

² Staff's CMP Report at 15.

1 Commission adopted Staff's reporting recommendation in its OSS Order.³ Qwest submits this
2 report regarding events that occurred during July through September 2003 ("3Q2003") in
3 accordance with the Commission's Order.

4 The information outlined by Staff in its recommendation is included in Exhibits A through
5 D to this report, along with additional relevant information, as described below.

6 Exhibit A, entitled Qwest Wholesale Change Management Process: CLEC and Qwest
7 Change Requests Submitted July 1, 2003 -- September 30, 2003, sets forth a listing of the number
8 of CLEC and Qwest originated systems and product/process Change Requests ("CRs"), along
9 with percentage of the total CRs submitted during the quarter by CLECs and Qwest, and a listing
10 of all of the CRs submitted during the quarter, including the date on which the change was
11 submitted, CR number, summary of the change requested, and the party that submitted the
12 change.⁴

13 During 3Q2003, CLECs submitted 15 systems CRs, which constituted 75% of the total
14 number of systems CRs, and 17 product/process CRs, which constituted 63% of the
15 product/process CRs. Qwest submitted 5 systems CRs, which constituted 25% of the total
16 number of systems CRs, and 10 product/process CRs, which constituted 37% of the
17 product/process CRs.⁵

18 Exhibit B, entitled Qwest Wholesale Change Management Process: Status and Disposition
19 of Changes, sets forth a summary of the current status or disposition of all systems and
20

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22
23
24 ³ OSS Order, at ¶¶72, 151, and ordering paragraphs (August 28, 2003).

25 ⁴ Further information regarding each CR can be found using the Product/Process Interactive Reports and
26 Systems Interactive Reports on Qwest's wholesale web site. Links to those reports can be found at the
27 following URL: www.qwest.com/wholesale/changerequest.html

28 ⁵ Section 5.4 of Qwest's Wholesale Change Management Process Document ("Wholesale CMP") provides
that Qwest must submit CRs for Level 4 product/process changes. While Qwest does not submit CRs to
initiate Level 0-3 product/process changes, information regarding those changes is included in Exhibit A.

1 product/process changes. These changes are listed in the following order:

- 2 • CLEC Systems Change Requests
- 3 • CLEC Product/Process Change Requests
- 4 • Qwest Systems Change Requests
- 5 • Qwest Product/Process Change Requests and Changes

6 Within the listing of Qwest Product/Process Change Requests and Changes, Qwest Level 4
7 changes (which require a CR) are listed first, followed by an aggregate listing Level 1-3 changes.⁶

8 For each change listed, Exhibit B contains the date on which the change was submitted, the type
9 of change or CR number, a summary of the change, the status and proposed effective date, if
10 applicable, and the party that submitted the change.

11 Exhibit C, entitled Qwest Wholesale Change Management Process: Summary of Changes
12 by Interface Release, sets forth information regarding interface changes that were implemented
13 during 3Q2003.

14 Exhibit D contains two tables, entitled Qwest Wholesale Change Management Process:
15 Escalation Process and Qwest Wholesale Change Management Process: Dispute Resolution
16 Process, which set forth the escalations and dispute resolutions initiated from July 1, 2003
17 through September 30, 2003. These tables list the issues escalated and those taken to dispute
18 resolution, along with the resolution reached.

19 Finally, Qwest has also attached as Exhibit E an updated matrix that catalogues Qwest's
20 compliance with each of the sections of Qwest's Wholesale CMP⁷ to provide additional data
21 regarding the effectiveness of the CMP. The matrix shows that the core provisions of the
22 redesigned process have been in effect for a year now and lists the timeframes and Qwest
23

24
25 _____
26 ⁶ Level 0 changes are defined as those that do not change the meaning of documentation, do not alter
27 CLEC operating procedures, and are effective immediately without notice. Because these changes do not
28 require any notification, web change form, or history log, they are not tracked and are not reported here.

⁷ The current version of Qwest's Wholesale CMP can be found on the "What is CMP?" page of Qwest's
wholesale web site at <http://www.qwest.com/wholesale/cmp/whatiscmp.html>

1 deliverables in the Wholesale CMP -- each of which was defined and agreed to through the
2 redesign process -- along with specific information detailing Qwest's record of compliance with
3 those obligations. Qwest's compliance rate continues to exceed 99%.

4
5 RESPECTFULLY SUBMITTED this 31st day of October, 2003.

6 FENNEMORE CRAIG

7 By: 

8 Timothy Berg

9 Theresa Dwyer

10 FENNEMORE CRAIG, P.C.

11 3003 North Central Ave., Suite 2600

12 Phoenix, Arizona 85012-2913

13 (602) 916-5421

14 (602) 916-5999 (fax)

15 ORIGINAL and 13 copies of the foregoing hand-delivered for
16 filing this 31st day of October, 2003 to:

17 Docket Control
18 ARIZONA CORPORATION COMMISSION
19 1200 W. Washington St.
20 Phoenix, AZ 85007

21 COPY of the foregoing delivered
22 this 31st day of October 2003 to:

23 Maureen A. Scott
24 Legal Division
25 ARIZONA CORPORATION COMMISSION
26 1200 W. Washington St.
27 Phoenix, AZ 85007

28 Ernest G. Johnson, Director
Utilities Division
ARIZONA CORPORATION COMMISSION
1200 W. Washington St.
Phoenix, AZ 85007

Lyn Farmer, Chief Administrative Law Judge
Jane Rodda, Administrative Law Judge
Hearing Division
ARIZONA CORPORATION COMMISSION
1200 W. Washington
Phoenix, AZ 85007

1 COPY of the foregoing mailed
2 this 31st day of October 2003 to:

3 Eric S. Heath
4 SPRINT COMMUNICATIONS CO.
5 100 Spear Street, Suite 930
6 San Francisco, CA 94105

7 Thomas Campbell
8 LEWIS & ROCA
9 40 N. Central Avenue
10 Phoenix, AZ 85004

11 Joan S. Burke
12 OSBORN MALEDON, P.A.
13 2929 N. Central Ave., 21st Floor
14 PO Box 36379
15 Phoenix, AZ 85067-6379

16 Thomas F. Dixon
17 WORLDCOM, INC.
18 707 N. 17th Street #3900
19 Denver, CO 80202

20 Scott S. Wakefield
21 RUCO
22 1110 West Washington, Suite 220
23 Phoenix, AZ 85007

24 Michael M. Grant
25 Todd C. Wiley
26 GALLAGHER & KENNEDY
27 2575 E. Camelback Road
28 Phoenix, AZ 85016-9225

Michael Patten
ROSHKA, HEYMAN & DEWULF
400 E. Van Buren, Ste. 900
Phoenix, AZ 85004-3906

Mark DiNuzio
COX COMMUNICATIONS
20402 North 29th Avenue
Phoenix, AZ 85027-3148

1 Daniel Waggoner
DAVIS, WRIGHT & TREMAINE
2 2600 Century Square
3 1501 Fourth Avenue
Seattle, WA 98101
4
5 Traci Grundon
DAVIS, WRIGHT & TREMAINE
6 1300 S.W. Fifth Avenue
Portland, OR 97201
7
8 Richard S. Wolters
Maria Arias-Chapleau
AT&T Law Department
9 1875 Lawrence Street, #1575
Denver, CO 80202
10
11 Diane Bacon, Legislative Director
COMMUNICATIONS WORKERS OF AMERICA
12 5818 N. 7th St., Ste. 206
Phoenix, AZ 85014-5811
13
14 Philip A. Doherty
545 S. Prospect Street, Ste. 22
15 Burlington, VT 05401
16
17 W. Hagood Bellinger
4969 Village Terrace Drive
Dunwoody, GA 30338
18
19 Joyce Hundley
U.S. DEPARTMENT OF JUSTICE
Antitrust Division
20 1401 H Street N.W. #8000
Washington, DC 20530
21
22 Andrew O. Isar
TELECOMMUNICATIONS RESELLERS ASSOC.
23 4312 92nd Avenue, NW
Gig Harbor, WA 98335
24
25 Raymond S. Heyman
ROSHKA, HEYMAN & DEWULF
26 400 N. Van Buren, Ste. 800
Phoenix, AZ 85004-3906
27
28

1 Thomas L. Mumaw
2 SNELL & WILMER
3 One Arizona Center
4 Phoenix, AZ 85004-0001

4 Mike Allentoff
5 GLOBAL CROSSING SERVICES, INC.
6 1080 Pittsford Victor Road
7 Pittsford, NY 14534

7 Michael Morris
8 Allegiance Telecom of Arizona, Inc.
9 505 Sansome Street, 20th Floor
10 San Francisco, CA 94111

10 Gary L. Lane, Esq.
11 6902 East 1st Street, Suite 201
12 Scottsdale, AZ 85251

12 Kevin Chapman
13 SBC TELECOM, INC.
14 1010 N. St. Mary's, Room 1234
15 San Antonio, TX 78215-2109

15 Richard Sampson
16 Z-TEL COMMUNICATIONS, INC.
17 601 S. Harbour Island, Ste. 220
18 Tampa, FL 33602

18 Megan Doberneck
19 COVAD COMMUNICATIONS COMPANY
20 7901 Lowry Boulevard
21 Denver, CO 80230

21 Richard P. Kolb
22 Vice President of Regulatory Affairs
23 ONE POINT COMMUNICATIONS
24 Two Conway Park
25 150 Field Drive, Ste. 300
26 Lake Forest, IL 60045

26 Attorney General
27 OFFICE OF THE ATTORNEY GENERAL
28 1275 West Washington
Phoenix, AZ 85007

1 Steven J. Duffy
2 RIDGE & ISAACSON, P.C.
3 3101 North Central Ave., Ste. 1090
4 Phoenix, AZ 85012

5 Karen Clauson
6 ESCHOLON TELECOM
7 730 Second Avenue South, Ste. 1200
8 Minneapolis, MN 55402

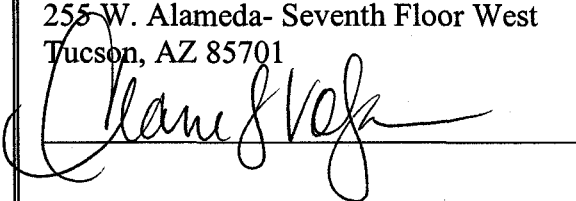
9 Curt Huttzell
10 State Government Affairs
11 Electric Lightwave, Inc.
12 4 Triad Center, Suite 200
13 Salt Lake City, UT 84180

14 Brian Thomas
15 Time Warner Telecom, Inc.
16 223 Taylor Avenue North
17 Seattle, WA 98109

18 David Kaufman
19 ESPIRE Communications
20 1129 Paseo De Peralta
21 Santa Fe, NM 87501

22 Mitchell F. Brecher
23 Greenberg Traurig, LLP
24 800 Connecticut Avenue, NW
25 Washington, DC 20006

26 Tobin Rosen
27 Principal Asst. City Attorney
28 Office of the Tucson City Attorney
29 255 W. Alameda- Seventh Floor West
30 Tucson, AZ 85701

31 
32
33 1478183.1/67817.150
34
35
36
37
38

EXHIBIT

A

EXHIBIT A: Qwest Wholesale Change Management Process: CLEC and Qwest Change Requests Submitted
 JULY 1 - September 30, 2003

	CLECs	Qwest
Number of Systems CRs:	15	5
Percentage of total Systems CRs:	75%	25%
Number of Product/Process CRs:	17	10
Percentage of total Product/Process CRs:	63%	37%

Systems Change Requests			
Date submitted	Change Request number	Summary of change	Submitter
7/1/03	SCR070103-01	Allow financial suspend orders to flow through for WA, OR, and ID-N. In addition, process two-way suspensions consistently across Qwest 14 state footprint.	MCI
7/2/03	SCR070203-01	CABS Billing for Line Splitting	AT&T
7/10/03	SCR071003-01	ASCII Invoice delivered in XML or CSV file formats	Qwest Communications
7/16/03	SCR051403-01X	Sync Test for Line share and Line Splitting on Maintenance Trouble Tickets and Sync Testing for provisioning of Line Splitting	Covad
7/16/03	SCR071603-01	Virtual Customer Service Record for Resale POTS and UNE-P Services	Qwest Communications
7/16/03	SCR071603-02	Borderdown Change to Billing Files	McLeodUSA
7/23/03	SCR072303-01	Request for 2 way blocking restriction	AT&T
7/30/03	SCR073003-01	IMA Add New IMA Reject Reason, "Requested Product Not Available"	Qwest Communications
7/31/03	SCR073103-01	Modify the Alphanumeric Indicator (ALI) code field on the Directory Listing Form to allow 6 characters	Qwest Communications
7/31/03	SCR073103-02	Remove Requirement for feature and feature detail information when LNA=D	MCI
8/1/03	SCR080103-01	Billmate/Paper bill Trunk and Facility Link Request	McLeodUSA

Date submitted	Change Request number	Summary of change	Submitter
8/12/03	SCR081203-01	Resale Page Conditional	Mcl eodUSA
8/13/03	SCR081303-01	Create Interactive CEMR User Guide	Qwest Communications
8/18/03	SCR081803-01	Seeking Ability To Migrate UNE-P Customer As End-State	AT&T
9/5/03	SCR090503-01	CEMR updates to allow interaction with Qwest CR SCR071603-01 titled Virtual Customer Service Record for Resale POTS and UNE-P Services	Eschelon
9/23/03	SCR092303-01EX	12.0 Sunset Extension	Eschelon
9/23/03	SCR092303-02	Qwest to Remove 10 Page Limitation to View History of Ticket in CEMR	Eschelon
9/25/03	SCR092503-02	Synch-up Address Information Housed in PREMIS and CRIS	MCI
9/25/03	SCR092503-03	Request to Change CCNA (RSID) in SATE Test Environment	AT&T
9/30/03	SCR093003-01	Allow LNP orders to be processed by TN and SANO for ACT = V and Z	Comcast
Product/Process Change Requests			
Date submitted	Type of Change/CR Number	Summary of change	Submitter
7/1/03	PC070103-1	Provide "Lines In Service Report" to CLECs	MCI
7/1/03	PC070103-3	Processing of EAS (Extended Area Service)-Generated TGSRS (Trunk Group Service Requests)	Qwest Communications
7/1/03	PC070103-2	DSL Volume provider and data migration process to prevent extended DSL outage	Eschelon
7/1/03	PC061803-1	UNE P to UNE L Bulk Conversion	AT&T
7/2/03	PC070203-1	Process for Requesting Clarification to a Systems Document	Qwest Communications
7/2/03	PC070203-2	Introduce new form for MTE access.	Qwest Communications
7/11/03	PC071103-1	Histogram of cleared troubles UNE-P New Circuit Failure	AT&T
7/14/03	PC071403-1	Good Faith Estimate of Construction Charges	Covad
7/21/03	PC072103-1	DLR Option Change	Qwest Communications
7/22/03	PC072203-1	Extend length of time CLEC's have to respond on Jeop Notices	Electric Light Wave
7/22/03	PC072203-2	Expand PTA, Auto Acceptance, for all UNE Loop and EEL/MC Products	Electric Light Wave

Date submitted	Change Request number	Summary of change	Submitter
7/23/03	PC072303-1	Customer Not Ready ("CNR") jeopardy notice should not be sent by Qwest to CLECs before 5 PM local time on the due date (for basic install)	Eschelon
7/23/03	PC072303-2	Add circuit numbers on invoices for ITP DSO Physical Co-Lo	LTDS
7/30/03	PC073003-1	Qwest to provide test plans and results prior to deployment of IMA	MCI
8/1/03	PC111902-02X	Eliminate submission of service order completion notifications (SOCs) when provisioning of services have not yet occurred	MCI
8/5/03	PC080503-1CM	Change to the CMP Document Section 5.1.4 & Section 10.3.1	Qwest Communications
8/5/03	PC080503-2CM	Change to the CMP Document Section 10.4	Qwest Communications
8/6/03	PC080603-1	Metropolitan Optical Ethernet. Delayed order process modified to allow the CLEC a designated time frame to respond to a released delayed order after Qwest sends an updated FOC.	Qwest Communications
8/14/03	PC081403-1		Eschelon
8/14/03	PC081403-2	Workback process/products expanded to include additional products and allow partial workbacks. Qwest will post the process and products included in the Business Procedure section of the web site.	Eschelon
8/19/03	PC081903-1	Change in Resale, UNE and Interconnection Services Service Interval Guide (SIG)	Qwest Communications
8/27/03	PC082703-1	Qwest to form CEMR User group	Eschelon
8/29/03	PC041503-1CM	Add to section 4.0 TYPES OF CHANGE CLEC impacting defect	MCI
9/2/03	PC090203-1	Define criteria for use of CFLAG/PIA field	Qwest Communications
9/3/03	PC090303-1	Grandparenting of specific LAN Switching Service (LSS) USOCs	Qwest Communications
9/22/03	PC092203-1	UNE-P migration testing	AT&T
9/25/03	PC092503-1	Provide PREMIS zip code extensions, delineate fields and exclude unnecessary information for the states of MT and WY as a means to obtain rate zone information.	MCI

EXHIBIT

B

EXHIBIT B: Qwest Wholesale Change Management Process: Status and Disposition of Changes
 July 1 - September 30, 2003

CLEC Systems Change Requests				
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
7/1/03	SCR070103-01	Allow financial suspend orders to flow through for WA, OR, and ID-N. In addition, process two-way suspensions consistently across Qwest 14 state footprint.	Denied	MCI
7/2/03	SCR070203-01	CABS Billing for Line Splitting	Withdrawn	AT&T
7/16/03	SCR051403-01X	Sync Test for Line share and Line Splitting on Maintenance Trouble Tickets and Sync Testing for provisioning of Line Splitting	CLEC Test	Covad
7/16/03	SCR071603-02	Borderdown Change to Billing Files	Presented	McLeodUSA
7/23/03	SCR072303-01	Request for 2 way blocking restriction	Denied	AT&T
7/31/03	SCR073103-02	Remove Requirement for feature and feature detail information when LNA=D	Prioritized	MCI
8/1/03	SCR080103-01	Billmate/Paper bill Trunk and Facility Link Request	Evaluation	McLeodUSA
8/12/03	SCR081203-01	Resale Page Conditional	Closed	McLeodUSA
8/18/03	SCR081803-01	Seeking Ability To Migrate UNE-P Customer As End-State	Presented	AT&T
9/5/03	SCR090503-01	CEMR updates to allow interaction with Qwest CR	Clarification	Eschelon
9/23/03	SCR092303-01EX	Resale POTS and UNE-P Services	Submitted	Eschelon
9/23/03	SCR092303-02	12.0 Sunset Extension	Submitted	Eschelon
9/23/03	SCR092303-02	Qwest to Remove 10 Page Limitation to View History of Ticket in CEMR	Submitted	Eschelon
9/25/03	SCR092503-02	Sync-up Address Information Housed in PREMIS and CRIS	Submitted	MCI
9/25/03	SCR092503-03	Request to Change CCNA (RSID) in SATE Test Environment	Submitted	AT&T
9/30/03	SCR093003-01	Allow LNP orders to be processed by TN and SANO for ACT-V and Z	Submitted	Comcast
CLEC Product/Process Change Requests				
Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
7/1/03	PC070103-3	DSL Volume provider and data migration process to prevent extended DSL outage	Evaluation	Eschelon
7/1/03	PC070103-1	Provide "Lines in Service Report" to CLECs	Development	MCI
7/2/03	PC061803-1	UNE P to UNE L Bulk Conversion	Denied	AT&T
7/11/03	PC071103-1	Histogram of cleared troubles UNE-P New Circuit Failure	Withdrawn	AT&T

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
7/14/03	PC071403-1	Good Faith Estimate of Construction Charges	Evaluation	Covad
7/22/03	PC072203-2	Expand PTA, Auto Acceptance, for all UNE Loop and EEL/LMC Products	Evaluation	Electric Light Wave
7/22/03	PC072203-1	Notices	Evaluation	Wave
7/23/03	PC072303-1	Customer Not Ready ("CNR") jeopardy notice should not be sent by Qwest to CLECs before 5 PM local time on the due date (for basic install)	Development	Eschelon
7/23/03	PC072303-2	Add circuit numbers on invoices for ITP DSO Physical Co-lo	Withdrawn	LTDS
7/30/03	PC073003-1	Qwest to provide test plans and results prior to deployment of IMA	Evaluation	MCI
8/1/03	PC111902-02X	Eliminate submission of service order completion notifications (SOCs) when provisioning of services have not yet occurred	Closed	MCI
8/14/03	PC081403-1	Designated time frame to respond to a released delayed order after Qwest sends an updated FOC.	Presented	Eschelon
8/14/03	PC081403-2	Workback process/products expanded to include additional products and allow partial workbacks. Qwest will post the process and products included in the Business Procedure section of the web site.	Presented	Eschelon
8/27/03	PC082703-1	Qwest to form CLEM User group	Completed	Eschelon
8/29/03	PC041503-1CM	Add to section 4.0 TYPES OF CHANGE CLEC impacting defect	Submitted	MCI
9/22/03	PC092203-1	UNE-P migration testing	Submitted	AT&T
9/25/03	PC092503-1	Provide PREMIS zip code extensions, delineate fields and exclude unnecessary information for the states of MT and WY as a means to obtain rate zone information.	Submitted	MCI
Qwest System Change Requests				
Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
7/10/03	SCR071003-01	ASCII Invoice delivered in XML or CSV file formats	Development	Qwest Communications
7/16/03	SCR071603-01	Virtual Customer Service Record for Resale POTS and UNE-P Services	Prioritized	Qwest Communications
7/30/03	SCR073003-01	IMA Add New IMA Reject Reason, "Requested Product Not Available"	Withdrawn	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
7/31/03	SCR073103-01	Modify the Alphanumeric Indicator (ALI) code field on the Directory Listing Form to allow 6 characters	Prioritized	Qwest Communications
8/13/03	SCR081303-01	Create Interactive CEMR User Guide	Development	Qwest Communications
Qwest Product/Process Change Requests and changes				
Date Submitted	CR Number (Level 4 changes)	Summary of change	Status*/proposed effective date	Submitter
7/1/03	PC070103-2	Processing of EAS (Extended Area Service)-Generated TGSRs (Trunk Group Service Requests)	Development	Qwest Communications
7/2/03	PC070203-1	Process for Requesting Clarification to a Systems Document	CLEC Test	Qwest Communications
7/2/03	PC070203-2	Introduce new form for MTE access.	Development	Qwest Communications
7/21/03	PC072103-1	DLR Option Change	Withdrawn	Qwest Communications
8/5/03	PC080503-2CM	Change to the CMP Document Section 10.4	Completed	Qwest Communications
8/5/03	PC080503-1CM	Change to the CMP Document Section 5.1.4 & Section 10.3.1	Completed	Qwest Communications
8/6/03	PC080603-1	Manual ordering process for Resale Metropolitan Optical Ethernet.	Development	Qwest Communications
8/19/03	PC081903-1	Change in Resale, UNE and Interconnection Services Service Interval Guide (SIG)	Withdrawn	Qwest Communications
9/2/03	PC090203-1	Define criteria for use of CFLAG/PIA field	Presented	Qwest Communications
9/3/03	PC090303-1	Grandparenting of specific LAN Switching Service (LSS) USOCs	Presented	Qwest Communications
Date Submitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
Date Submitted	Level of Change	Summary of change	Status*/proposed effective date	Submitter

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
6/3/03	Level 3	CMP – FINAL NOTICE Unbundled Network Elements - Platform (UNE-P) General Information - V32.0 and Unbundled Network Elements (UNE) - Switching (UBS) - V21.0	7/18/03	Qwest Communications
6/3/03	Level 4	CMP - Access to Poles, Ducts and Rights of Ways - V15.0	7/18/03	Qwest Communications
6/13/03	Level 3	CMP – FINAL NOTICE Fraud Protection - V5.0	7/28/03	Qwest Communications
6/17/03	Level 3	CMP – FINAL NOTICE Interconnection and Collocation for Transport and Switched Unbundled Network Elements and Finished Services – Technical Publication 77386, Issue 1	8/1/03	Qwest Communications
6/17/03	Level 3	CMP – FINAL NOTICE Unbundled Dedicated Interoffice Transport (UDIT), Technical Publication 77389, Issue G	8/5/03	Qwest Communications
6/17/03	Level 3	CMP – FINAL NOTICE - Unbundled Dedicated Interoffice Transport (UDIT) - V16.0	8/1/03	Qwest Communications
6/23/03	Level 3	CMP – FINAL NOTICE Wholesale Customer Contacts V17.0	8/7/03	Qwest Communications
6/23/03	Level 3	CMP – FINAL NOTICE Unbundled Local Loop 2-Wire 4-Wire Non-Loaded Loop - V9.0 and Unbundled Local Loop - General Information - V33.0	8/7/03	Qwest Communications
6/24/03	Level 2	CMP – FINAL NOTICE and Qwest Response to CLEC Comments on Collocation – General Information V12.0	7/15/03	Qwest Communications
6/24/03	Level 3	CMP – FINAL NOTICE Qwest VMS with UNE-P	7/25/03	Qwest Communications
6/25/03	Level 4	CMP – FINAL NOTICE -CustomChoice for Business Package V5.0 -CustomChoice Packages - Residence V6.0 -CustomChoice - Complete Packages V7.0 -PopularChoice Packages V5.0 -PreferredChoice Packages V3.0 -ValueChoice Packages V6.0	8/9/03	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
6/27/03	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on: -Business Voice Messaging Service Choice-V6.0 -Message Waiting Indication-Business-V7.0 -Message Waiting Indication - Residence-V6.0 -Qwest Voice Messaging Service - Residence Only-V7.0	7/18/03	Qwest Communications
6/27/03	Level 3	CMP - FINAL NOTICE Feature Template Update	8/11/03	Qwest Communications
7/3/03	Level 2	CMP - Local Service Ordering Guidelines (LSOG): Centrex Resale Service (CRS) V18.0, Completion Notification (CN) V9.0, Customer Service Record Inquiry (CSR) V12.0, Directory Listing (DL) V27.0, End User (EU) V30.0, Hunt Group Information (HGI) V1.0, List	8/4/03	Qwest Communications
7/3/03	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Local Service Ordering Guidelines (LSOG): Centrex Resale Service (CRS) V18.0, Completion Notification (CN) V9.0, Customer Service Record Inquiry (CSR) V12.0, Directory Listing (DL) V27.0, End User (8/4/03	Qwest Communications
7/7/03	Level 1	CMP - Changes to the Qwest Change Management Process Document	7/7/03	Qwest Communications
7/8/03	Level 1	CMP - Forecasting V15.0	7/9/03	Qwest Communications
7/8/03	Level 4	CMP - CustomNet V5.0	8/15/03	Qwest Communications
7/8/03	Level 4	CMP - FINAL NOTICE - CustomNet V5.0	8/15/03	Qwest Communications
7/9/03	Level 1	CMP - Local Number Portability V20.0, Single Location Routing Number V1.0	7/10/03	Qwest Communications
7/9/03	Level 2	CMP - Qwest Interconnect OSS Electronic Access V14	7/30/03	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/Proposed effective date	Submitter
7/11/03	Level 1	CMP - Service Interval Guide for Resale, UNE and Interconnection Services (SIG) V20.0	7/11/03	Qwest Communications
7/11/03	Level 3	CMP - Caller ID - V5.0 and Anonymous Call Rejection - V4.0	8/18/03	Qwest Communications
7/11/03	Level 3	CMP - ValueChoice Packages V8.0	8/18/03	Qwest Communications
7/11/03	Level 3	CMP - Caller ID - V5.0 and Anonymous Call Rejection - V4.0	8/25/03	Qwest Communications
7/11/03	Level 3	CMP - FINAL NOTICE ValueChoice Packages V8.0	8/18/03	Qwest Communications
7/14/03	Level 3	CMP - Fraud Protection - V7.0	8/28/03	Qwest Communications
7/14/03	Level 3	CMP - FINAL NOTICE - Fraud Protection - V7.0	8/28/03	Qwest Communications
7/15/03	Level 1	CMP - Local Interconnection Service (LIS) V11.0	7/16/03	Qwest Communications
7/16/03	Level 1	CMP - Maintenance and Repair Overview - V15.0	7/17/03	Qwest Communications
7/17/03	Level 1	CMP - Change to CMP Interactive Report	7/17/03	Qwest Communications
7/17/03	Level 1	CMP - UNE-P DSS- V21.0 - Retract	7/18/03	Qwest Communications
7/18/03	Level 3	CMP - Centrex Management Systems (CMS)	9/1/03	Qwest Communications
7/18/03	Level 3	CMP - FINAL NOTICE - Centrex Management Systems (CMS)	9/1/03	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
7/21/03	Level 1	CMP - UNE-P POTS- V20.0	7/22/03	Qwest Communications
7/21/03	Level 1	CMP - Local Service Freeze V15.0, Provisions Available for Opt In V9.0	7/22/03	Qwest Communications
7/21/03	Level 1	CMP - Local Number Portability V21.0	7/22/03	Qwest Communications
7/22/03	Level 1	CMP - Re-posting of Training Materials for IMA Release 13.0	7/22/03	Qwest Communications
7/23/03	Level 1	CMP - Access To Telephone Numbers V5.0 - Access to Emergency Services (911/E911) V13.0 - Customized Routing V11.0 - Intercept Services V2.0 - Operator Services V10.0 - Directory Assistance List (DAL) V7.0	7/24/03	Qwest Communications
7/23/03	Level 2	CMP - Local Number Portability V22.0	8/13/03	Qwest Communications
7/23/03	Level 2	CMP - Local Number Portability V22.0	8/13/03	Qwest Communications
7/28/03	Level 1	CMP - Line Information DataBase (LIDB) V3.0, Billing Information - Local Exchange Carrier Invoice System (LEXCIS) V2.0, Billing Information - Integrated Access Billing System (IABS) V10.0, Billing Information - Daily Usage File (DUF) V9.0, Billing Inform	7/29/03	Qwest Communications
7/28/03	Level 1	CMP - Modification to "Out of Capacity" algorithm for DSL	7/29/03	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
7/28/03	Level 2	<ul style="list-style-type: none"> CMP - Collocation - General Information V13.0 - Line Sharing/Shared Loop V14.0 - Line Splitting V13.0 - Adjacent Collocation V6.0 - Facility Connected (FC) Collocation V8.0 - Field Connection Point (FCP)/Cross-Connect Collocation V8.0 - Remote Collo 	8/18/03	Qwest Communications
7/30/03	Level 2	CMP - Qwest Communications International, Inc. Contact List for Qwest & Competitive Local Exchange Carrier (CLEC) Escalation of Technical Issues (Version 7.0)	8/20/03	Qwest Communications
7/30/03	Level 2	CMP - Directory Assistance (DA) Service V10.0	8/20/03	Qwest Communications
7/31/03	Level 1	CMP - Accepting September Registrations / UBL & LNP date change	7/31/03	Qwest Communications
7/31/03	Level 1	CMP - Long Distance Carrier Selection Overview V5.0	8/1/03	Qwest Communications
7/31/03	Level 1	<ul style="list-style-type: none"> CMP - Resale - Customized Call Management Services (CCMS), Centraflex and Centron 1 V13.0 - Resale - Central Office-Automatic Call Distribution Service (CO-ACD) V4.0 - Resale - Asynchronous Transfer Mode (ATM) V13.0 - Resale - Direct Inward Dial 	8/1/03	Qwest Communications
7/31/03	Level 1	CMP - Qwest Easy Access - V8.0	8/1/03	Qwest Communications
8/1/03	Level 1	CMP - UNE-P with Qwest DSL - V5.0, Resale- Qwest DSL - V8.0, Pre-Ordering Overview- V23.0	8/4/03	Qwest Communications
8/1/03	Level 1	CMP - Local Service Ordering Guidelines (LSOG) End User (EU) Field 57 - SSN	8/4/03	Qwest Communications
8/1/03	Level 1	CMP - Local Service Ordering Guidelines (LSOG): Firm Order Confirmation - Manual (FOC) V16.0, Resale Private Line (RPL) V24.0	8/4/03	Qwest Communications
8/1/03	Level 2	CMP - VMS with UNE-P V2.0	8/22/03	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
8/1/03	Level 2	CMP - VMS with UNE-P V2.0	8/22/03	Qwest Communications
8/4/03	Level 1	CMP - Migrations and Conversions Overview V7.0	8/5/03	Qwest Communications
8/4/03	Level 3	CMP - Unbundled Network Elements-Platform (UNE-P) - Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) V23.0 - Unbundled Network Elements-Platform (UNE-P) Digital Switched Services (DSS) V21.0 - Resale - Integrated Services Dig	9/18/03	Qwest Communications
8/4/03	Level 3	CMP - FINAL NOTICE - Resale and UNE-P ISDN PRI, Resale and UNE-P DSS	9/18/03	Qwest Communications
8/5/03	Level 1	CMP - Maintenance and Repair Overview V16.0	8/6/03	Qwest Communications
8/6/03	Level 1	Re-posting of the job aid covering the use of the Held, Escalated, and Expedite Tool (HEET).	8/6/03	Qwest Communications
8/6/03	Level 1	CMP - Delivery Mechanism for Large Documents Through Qwest Mailout tool	8/6/03	Qwest Communications
8/6/03	Level 2	CMP - Ordering Overview V30.0	10/1/03	Qwest Communications
8/6/03	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Ordering Overview V30.0	9/30/03	Qwest Communications
8/7/03	Level 1	CMP - LSO&G: Directory Listings (DL) V28.0	8/8/03	Qwest Communications
8/7/03	Level 1	CMP - Line Sharing/Shared Loop V13.0	8/8/03	Qwest Communications
8/7/03	Level 1	CMP - Resale - Competitive Response/Competitive Inquiry - V4.0	8/8/03	Qwest Communications
8/7/03	Level 1	CMP - Update to Existing Customer Web Based IMA Training Courses	8/8/03	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
8/7/03	Level 2	CMP - Billing Information - Customer Records and Information System (CRIS) V19.0	8/28/03	Qwest Communications
8/8/03	Level 1	CMP - External Documentation Request Process	8/11/03	Qwest Communications
8/8/03	Level 2	CMP - Service Interval Guide for Resale, UNE and Interconnection Services (SIG) V23.0	8/29/03	Qwest Communications
8/8/03	Level 2	CMP - FINAL NOTICE and Qwest Response to Comments on Service Interval Guide for Resale, UNE and Interconnection Services (SIG) V23.0	8/29/03	Qwest Communications
8/11/03	Level 1	CMP - Unbundled Local Loop - General Information - V34.0	8/12/03	Qwest Communications
8/11/03	Level 1	CMP - Wholesale Customer Contacts V18.0	8/12/03	Qwest Communications
8/12/03	Level 1	CMP - Pre-Ordering V24.0	8/13/03	Qwest Communications
8/12/03	Level 1	CMP - UNE-P General Information	8/13/03	Qwest Communications
8/12/03	Level 2	CMP - Performance Assurance Plan (QPAP) V4.0	9/3/03	Qwest Communications
8/13/03	Level 1	CMP - Loop Splitting V12.0	8/14/03	Qwest Communications
8/13/03	Level 1	CMP - Loop MUX Combination (LMC) V19.0, Enhanced Extended Loop (EEL) V22.0	8/14/03	Qwest Communications
8/13/03	Level 1	CMP - Sub - Loop V18.0	8/14/03	Qwest Communications
8/13/03	Level 1	CMP - Shared Distribution Loop V8.0	8/14/03	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
8/14/03	Level 1	CMP - Access to Poles, Ducts and Rights of Way - V16.0, Common Channel Signaling Access Capability (CCSAC)/Signaling System 7 (SS7) - Unbundled - V7.0, Network Interface Device (NID) - V5.0, Unbundled Local Loop - Asymmetric Digital Subscriber Line (ADSL)	8/15/03	Qwest Communications
8/14/03	Level 1	CMP -Resale - Frame Relay Service (FRS) - V10.0 -Resale - Private Line Transport (PLT) Digital Service Level 1 (DS1) - V6.0 -Resale - Private Line Transport (PLT) Digital Service Level 3 (DS3) V6.0 -Resale - Qwest Inside Wire Maintenance (IWM)	8/15/03	Qwest Communications
8/15/03	Level 1	CMP - Local Service Ordering Guidelines (LSOG); Centrex Resale Service (CRS) V19.0, Directory Listing (DL) V29.0, Local Response (LR) V22.0, Loop Service (LS) V19.0, Loop Service with Number Portability (LSNP) V17.0, Local Service Request (LSR) V36.0, Loca	8/18/03	Qwest Communications
8/15/03	Level 1	CMP - Service Interval Guide for Resale, UNE and Interconnection Services (SIG) V22.0	8/18/03	Qwest Communications
8/15/03	Level 2	CMP - Call Forwarding Decision Matrix for POTS-V1.0	9/5/03	Qwest Communications
8/15/03	Level 3	CMP - Resale and UNE-P ISDN PRI, Resale and UNE-P DSS, Resale UAS	9/30/03	Qwest Communications
8/15/03	Level 3	CMP - Resale General V27.0	9/29/03	Qwest Communications
8/15/03	Level 3	CMP - FINAL NOTICE on Unbundled Network Elements-Platform (UNE-P) - Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) V24.0 - Unbundled Network Elements-Platform (UNE-P) - Digital Switched Services (DSS) V22.0 - Resale - I	9/30/03	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
8/15/03	Level 3	CMP - FINAL NOTICE on Resale General V27.0	9/29/03	Qwest Communications
8/15/03	Level 4	CMP - Processing of Extended Area Service (EAS)	9/23/03	Qwest Communications
8/15/03	Level 4	CMP - FINAL NOTICE on Processing of Extended Area Service (EAS)	9/23/03	Qwest Communications
8/18/03	Level 3	CMP - Wholesale Interconnection Agreements and Amendments - Amendments 10-2-03	10/2/03	Qwest Communications
8/18/03	Level 3	CMP - FINAL NOTICE on Wholesale Interconnection Agreements and Amendments - Amendments 10-2-03	10/2/03	Qwest Communications
8/19/03	Level 1	CMP - Update Features	8/20/03	Qwest Communications
8/19/03	Level 1	CMP - Scan-Alert - V3.0	8/20/03	Qwest Communications
8/20/03	Level 1	CMP - Hunting Job Aid - V1.0	8/21/03	Qwest Communications
8/21/03	Level 1	CMP - Local Service Ordering Guidelines (LSOG): Local Service Ordering - Overview (OVR)	8/22/03	Qwest Communications
8/21/03	Level 1	CMP - Adjacent Collocation V7.0, Caged Physical Collocation V5.0, Cageless Physical Collocation V5.0, Collocation - General Information V14.0, Common Area Splitter Collocation V8.0, Facility Connected (FC) Collocation V9.0, Interconnection Distribution Fr	8/22/03	Qwest Communications
8/22/03	Level 1	CMP - POTS Classes In Denver / Local Number Portability Class on 9/11/03 in Minneapolis Cancelled for September	8/22/03	Qwest Communications
8/22/03	Level 1	CMP - Local Service Ordering Guidelines (LSOG): Centrex Resale Service (CRS) V20.0, Local Response (LR) V23.0, Loop Service with Number Portability (LSNP) V18.0, Port Service (PS) V14.0, Resale Service (RS) V28.0	8/25/03	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
8/22/03	Level 1	CMP - Collocation - General Information V15.0	8/25/03	Qwest Communications
8/22/03	Level 1	CMP - Resale - General - V28.0	8/25/03	Qwest Communications
8/22/03	Level 1	CMP - Features Template Update	8/25/03	Qwest Communications
8/22/03	Level 2	CMP - Blocking Job Aid - V1.0	9/12/03	Qwest Communications
8/22/03	Level 3	CMP - UNE-P and Resale DSL	10/6/03	Qwest Communications
8/22/03	Level 3	CMP - UNE-P and Resale DSL	10/6/03	Qwest Communications
8/25/03	Level 1	CMP - LAN Switching Service - 77396 Issue G	8/26/03	Qwest Communications
8/25/03	Level 1	CMP - UNE-P PAL- V13.0	8/26/03	Qwest Communications
8/25/03	Level 2	CMP - Unbundled Local Loop - General Information - V35.0	9/15/03	Qwest Communications
8/25/03	Level 2	CMP - Unbundled Local Loop - General Information - V35.0	9/15/03	Qwest Communications
8/25/03	Level 4	CMP - Network Interface Device - V6.0	10/9/03	Qwest Communications
8/25/03	Level 4	CMP - FINAL NOTICE on Network Interface Device - V6.0	10/9/03	Qwest Communications
8/26/03	Level 1	CMP - Custom Ringing Service- V7.0	8/27/03	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
8/26/03	Level 3	CMP - Ordering Overview V31.0	10/1/03	Qwest Communications
8/26/03	Level 3	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Ordering Overview V31.0	10/1/03	Qwest Communications
8/27/03	Level 1	CMP -2-Wire Frame Relay Service (2-Wire FRS) 4.0 -Resale - Local Exchange Services - Business and Residence Plain Old Telephone Service (POTS) - V25.0 -Resale - Inside Wire and Jack(s) Installation Service - Minnesota and Oregon Only - V2.0 -Resal	8/28/03	Qwest Communications
8/27/03	Level 3	CMP - Changes to Interim Process Unbundled Local Loop-DS1 Capable Loop	10/11/03	Qwest Communications
8/29/03	Level 1	CMP - 4Q03 Course Offerings / IMA Hands On and CEMR Classes in Seattle Cancelled for September	8/29/03	Qwest Communications
8/29/03	Level 1	CMP - Process Option for Multiple Block Activities	8/29/03	Qwest Communications
8/29/03	Level 1	CMP - Local Service Ordering Guidelines (LSOG): Local Service Request (LSR) V37.0	9/2/03	Qwest Communications
8/29/03	Level 3	CMP - Ordering Overview V32.0	10/13/03	Qwest Communications
8/29/03	Level 3	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Ordering Overview V32.0	10/9/03	Qwest Communications
9/3/03	Level 2	CMP - Service Interval Guide for Resale, UNE and Interconnection Services (SIG) V24.0	9/24/03	Qwest Communications
9/4/03	Level 1	CMP - CustomNet V7.0	9/5/03	Qwest Communications
9/4/03	Level 1	CMP - Features Updates	9/5/03	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
9/4/03	Level 1	CMP - UNE-P and Resale DSL	9/5/03	Qwest Communications
9/5/03	Level 1	CMP - Changes to Interim Process Unbundled Local Loop-DS1 Capable Loop	9/5/03	Qwest Communications
9/5/03	Level 1	CMP - LMOS Disposition and Cause Codes	9/8/03	Qwest Communications
9/5/03	Level 2	CMP - Resale General and UNE-P General	9/30/03	Qwest Communications
9/5/03	Level 2	CMP - FINAL NOTICE and Qwest Response to CLEC Comments on Resale General - V29.0 and UNE-P General - V36.0	9/26/03	Qwest Communications
9/8/03	Level 1	CMP - Directory Assistance (DA) Service V11.0	9/9/03	Qwest Communications
9/8/03	Level 1	CMP - Operator Services V11.0	9/9/03	Qwest Communications
9/8/03	Level 1	CMP - Series Hunting - V7.0	9/8/03	Qwest Communications
9/8/03	Level 4	CMP - Collocation - General Information V17.0	10/23/03	Qwest Communications
9/8/03	Level 4	CMP - Collocation - General Information V17.0	10/23/03	Qwest Communications
9/9/03	Level 1	CMP - Centrex Resale Class Cancelled for September	9/9/03	Qwest Communications
9/9/03	Level 1	CMP - Resale - Synchronous Service Transport (SST) - V2.0 - Resale - Self-Healing Network Service (SHNS) - V4.0 - Resale Private Branch Exchange (PBX) Trunk Service - V16.0 - Resale - Private Line Transport (PLT) Digital Service Level 0 (DS0) Voice	9/10/03	Qwest Communications
9/9/03	Level 1	CMP - LSOG6: Directory Listings (DL) V30.0	9/10/03	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
9/9/03	Level 2	CMP - Call Forwarding - Busy Line/Alternate Answer V2.0 - Call Forwarding - Don't Answer/Alternate Answer - V3.0 - Call Forwarding Busy Line Don't Answer Intraoffice - V6.0 - Call Forwarding Busy Line/Don't Answer Expanded - V5.0	9/30/03	Qwest Communications
9/9/03	Level 2	CMP - Port In - V2.0	9/30/03	Qwest Communications
9/9/03	Level 2	CMP - FINAL NOTICE and Qwest Response to Comments -Call Forwarding - Busy Line/Alternate Answer V2.0 -Call Forwarding - Don't Answer/Alternate Answer - V3.0 -Call Forwarding Busy Line Don't Answer Intraoffice - V6.0 - Call Forwarding Busy Line/Don't	9/30/03	Qwest Communications
9/9/03	Level 2	CMP - Port In - V2.0	9/30/03	Qwest Communications
9/11/03	Level 1	CMP - Multi-Line Hunting -V6.0, Series Hunting - V8.0	9/11/03	Qwest Communications
9/11/03	Level 1	CMP - Long Distance Carrier Selection Overview V6.0	9/12/03	Qwest Communications
9/11/03	Level 1	CMP - Suspension of Service - V2.0	9/12/03	Qwest Communications
9/11/03	Level 1	CMP - Line Sharing/Shared Loop V16.0	9/12/03	Qwest Communications
9/11/03	Level 1	CMP - Billing Information - Taxes and Tax Exemption V6.0	9/12/03	Qwest Communications
9/11/03	Level 2	CMP - Collocation - General Information V16.0, Virtual Collocation V8.0	10/2/03	Qwest Communications
9/12/03	Level 1	CMP - Local Service Ordering Guidelines (LSOG): End User (EU) V31.0, Local Service Request (LSR) V38.0, Loop Service (LS) V20.0, Pre-Order (POP) V23.0, Resale Services (RS) V29.0	9/15/03	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
9/12/03	Level 3	CMP - Maintenance and Repair Overview V17.0	10/27/03	Qwest Communications
9/12/03	Level 3	CMP - Maintenance and Repair Overview V17.0	10/16/03	Qwest Communications
9/15/03	Level 3	CMP - Changes to Process Unbundled Local Loop-DS1 Capable Loop	10/30/03	Qwest Communications
9/16/03	Level 1	CMP - External Documentation Request Process	9/17/03	Qwest Communications
9/16/03	Level 3	CMP - Message Waiting Indication Bus- V9.0 and Message Waiting Indication -Res V8.0	10/31/03	Qwest Communications
9/16/03	Level 3	CMP - Message Waiting Indication Bus- V9.0 and Message Waiting Indication -Res V8.0	10/31/03	Qwest Communications
9/17/03	Level 1	CMP - Retract UNE-P with Qwest DSL V7.0 and Resale Qwest DSL 10.0	9/17/03	Qwest Communications
9/17/03	Level 1	CMP - Proof of Authorization/Letter of Agency V4.0	9/18/03	Qwest Communications
9/17/03	Level 1	CMP - Forecasting V16.0, Jointly Provided Access Service V4.0, Local Interconnection Service (LS) V12.0, QSearch Service V6.0, Temporary Disconnection for Non-Payment/Restore V2.0, White Page Directory Listings V18.0	9/18/03	Qwest Communications
9/17/03	Level 2	CMP - Directory Listing Inquiry System (DLIS) User Guide	10/8/03	Qwest Communications
9/17/03	Level 2	CMP - Directory Listing Inquiry System (DLIS) User Guide	10/8/03	Qwest Communications
9/18/03	Level 1	CMP - Port Within V2.0 and Interim Number Portability (INP) V5.0	9/19/03	Qwest Communications
9/18/03	Level 1	CMP - Changes to Process Unbundled Local Loop-DS1 Capable Loop - Revision 5	9/18/03	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
9/19/03	Level 3	CMP - UNE-P General Information-V37.0 and Qwest VMS with UNE-P - V3.0	11/3/03	Qwest Communications
9/22/03	Level 1	CMP - Billing Information - Customer Records and Information System (CRIS) V20.0	9/23/03	Qwest Communications
9/22/03	Level 1	CMP - Resale - Integrated services Digital Network (ISDN) Primary Rate Interface (PRI) - V17.0 -Resale Public Access Lines (PAL) Service - V13.0	9/23/03	Qwest Communications
9/22/03	Level 4	CMP - Qwest Metro Optical Ethernet - Technical Publication 77411, Issue A	11/6/03	Qwest Communications
9/22/03	Level 4	CMP - Qwest Metro Optical Ethernet - Technical Publication 77411, Issue A	11/6/03	Qwest Communications
9/22/03	Level 4	CMP - Qwest Metro Optical Ethernet - Technical Publication 77411, Issue A	11/18/03	Qwest Communications
9/23/03	Level 1	CMP - Features Template Update	9/24/03	Qwest Communications
9/24/03	Level 1	CMP - IMA Facility Based Directory Listing Class Cancelled for October	9/24/03	Qwest Communications
9/24/03	Level 1	CMP - Notification of adjusted notice level for -UNE-P General Information - V37.0 and Qwest VMS with UNE-P - V3.0	9/25/03	Qwest Communications
9/24/03	Level 2	CMP - Directory Assistance List (DAL) V8.0	10/15/03	Qwest Communications
9/26/03	Level 1	CMP - Long Distance Carrier Selection Overview V7.0	9/29/03	Qwest Communications
9/26/03	Level 1	CMP - Facility-Based CLECs and Reseller/Unbundled Network CLECs Directory Listing User Document	9/29/03	Qwest Communications
9/26/03	Level 2	CMP - Re-notification: Local Service Ordering Guidelines (LSOG): End User (EU) V31.0, Number Portability (NP) V14.0	10/18/03	Qwest Communications

Date Submitted	Type of Change/CR Number	Summary of change	Status/proposed effective date	Submitter
9/29/03	Level 1	CMP - Corrected URL for Qwest Response to comments on PROS.08.27.03.F.01173.DS1CapabelLoop_IntProc	9/29/03	Qwest Communications
9/29/03	Level 3	CMP - Resale - Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) - V18.0 - Unbundled Network Elements - Platform (UNE-P) - Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) - V25.0	11/13/03	Qwest Communications
9/29/03	Level 3	CMP - Resale - Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) - V18.0 - Unbundled Network Elements - Platform (UNE-P) - Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) - V25.0	11/13/03	Qwest Communications
9/30/03	Level 1	CMP - Accepting November Registrations / IMA FBDL Class Offering in Minneapolis	9/30/03	Qwest Communications
9/30/03	Level 1	CMP - Unbundled Local Loop - General Information V36.0	10/1/03	Qwest Communications
9/30/03	Level 3	CMP - Intercept Services V3.0	11/14/03	Qwest Communications

EXHIBIT

C

EXHIBIT C: Qwest Wholesale Change Management Process: Summary of change by Interface release
July 1-September 30, 2003

Loss and Completions Report

	Number of CRs
CLEC CRs	0
Qwest CRs	0

Change Request number	Summary	Submitter

EXACT TELIS

	Number of CRs
CLEC CRs	0
Qwest CRs	3

Change Request number	Summary	Submitter
SCR040303-02IG	Exact Upgrade - ASOG 27	Qwest Communications
SCR062802-03	Direct Connect (NDM) ASR Validation	Qwest Communications
SCR040303-011G	ASR 27 - TELIS Upgrade	Qwest Communications

IMA 12.0

	Number of CRs
CLEC CRs	12
Qwest CRs	4

Change Request number	Summary	Submitter
SCR052902-03RG	REGULATORY CR- Wireless to Wireline Local Number Portability	Qwest Communications
SCR120301-1	IMA flow through for Centrex 21 orders	Eschelon
SCR093002-03	Update IMA to reflect all switches in a multiple switch Central Office when doing an address validation.	Eschelon
SCR062702-09	Remove FID accuracy edit in IMA when the value is "C" or "D" in the FA field for a USOC.	Eschelon
25091	DSL Flowthrough	Qwest Communications
SCR093002-04	Update PSON to include all service order information including listing, billing and service address	Eschelon
SCR032602-1	Provide CSR recap functionality in IMA when a request type of "P" is selected.	Eschelon
SCR111902-01	Eliminate requirement to provide (FA=C) change history on maintenance of features with FID and FID Detail.	WorldCom
SCR013102-08	LOSG 6 - Issue 1790: Remove Hunt Group Information from the LSR practice and create a new Hunt Group Information practice	Qwest Communications
SCR091302-01	Pre Order Address Validation by Working Telephone Number	WorldCom

SCR111102-02	Abbreviated ordering information for UNE DSL	Covad
SCR100102-02	Enhancement to the Qwest CSI/CSR Transaction Capabilities	WorldCom
SCR032702-01	Add recap function to Centrex forms	NT&T
SCR013102-01	LSOG 6 - Multiple Issues (1963/2090/2092/2247/2250): Add LSOG LR Form Functionality	Qwest Communications
SCR101802-02	Ability to submit Line sharing, Line Splitting and Loop Splitting LSR's with TN only.(Omit address)	Covad

Point Release

	Number of CRs
CLEC CRs	0
Qwest CRs	0

Change Request number	Summary	Submitter

Wholesale Billing Interfaces

	Number of CRs
CLEC CRs	2
Qwest CRs	2

Change Request number	Summary	Submitter
SCR012103-02	CABS/BOS IABS Updates: Perform all standard CABS BOS edits on the UNE bills	AT&T
SCR012103-01	CABS/BOS IABS Updates: Process Bill Data and CSRs on the same day	AT&T
SCR051203-02IG	Allow a maximum of 99,999 records in 20-20-09/10 packs transmitted over CMDS	Qwest
SCR101802-01IG	Add 'Send to OCN' info to 110XXX EMI Records	Qwest

CEMR

	Number of CRs
CLEC CRs	0
Qwest CRs	0

Change Request number	Summary	Submitter

EXHIBIT

D

EXHIBIT D: Qwest Wholesale Change Management Process: Escalation Process
July 1 - September 30, 2003

Date submitted	Escalation number	Summary of escalation	Submitter
9/2/03	TT242666 - E18	Qwest Response to TT 242666	MCI

Note: Escalation detail is available at <http://www.qwest.com/wholesale/cmp/escalations.html>

Qwest Wholesale Change Management Process: Dispute Resolution Process
July 1 - September 30, 2003

Date submitted	D R number	Summary of change	Submitter

Note: No Disputes were received during July 1 -September 30, 2003

EXHIBIT

E

Change Management Improvements

9-30-03

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 1 Introduction and Scope</p> <p>Qwest implemented Section 1 as agreed to by the Redesign Team.</p>	<p>October 2, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 2-3 Final Minutes, page 4 paragraph 1.)</p>	October 3, 2001	<p>Qwest has complied with this process for over 23 months.</p> <p>Qwest processed 394 new OSS Interface CRs between October 3, 2001 and September 30, 2003.</p> <p>Qwest processed 183 new Product Process CRs between October 3, 2001 and September 30, 2003.</p> <p>Qwest has rejected only 4 Process CR on the grounds that they were deemed to be out of scope of the Change Management Process.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/cmp/changerequest.html (Select either CLEC-Qwest Change Request – Product/Process Interactive Reports or CLEC-Qwest Change Request – Systems Interactive Reports.)</p>

Change Management Improvements

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 2 Managing the Change Management Process Qwest implemented Section 2 as agreed to by the Redesign Team.	Varies by sub-section.	Qwest implemented Section 2 as specified in the Qwest's Record of Compliance column.	Qwest has modified the processes, as necessary, as determined by the Redesign Team. Qwest posts a POC list to the CMP web site. CMP Managers have been in place since the inception of CMP in 1999. CR Project Managers have been in place (fulfilling the roles and responsibilities described in the CMP) since August, 2001. Escalation/Dispute Resolution Managers have been in place (fulfilling the roles and responsibilities described in the CMP) since September, 2001. Qwest posted a CLEC comments tool to the CMP web site. In April 2002, CLECs and Qwest agreed to procedures to manage changes to the CMP. In June 2002, CLECs and Qwest agreed to use a CR to manage changes.	Supporting data can be found at the following URLs: http://www.qwest.com/wholesale/cmp/poc.html (CLEC-Qwest POC List) http://www.qwest.com/wholesale/cmp/changerequest.html (See either CLEC-Qwest Change Request – Product/Process Interactive Reports or CLEC-Qwest Change Request – Systems Interactive Reports These contain the names of the CR Project Managers assigned to each of the CRs.) http://www.qwest.com/wholesale/cmp/escdisp.html (See actual escalations.) http://www.qwest.com/wholesale/cmp/review.html (This is the tool the CLECs use to submit comments on a given PCAT or TechPub.)

Change Management Improvements

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 3 Meetings</p> <p>Qwest implemented Section 3 as agreed to by the Redesign Team.</p>	<p>August 8, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting August 7 & 8 Final Minutes - 8-29-01 Attachment 9, Page 8.)</p>	<p>See Qwest's Record of Compliance column.</p>	<p>Qwest has conducted CMP monthly meetings at least once per month since the inception of Qwest's CMP in 1999. In October, 2001, CMP monthly meetings were extended to two full day sessions per the request of the CLEC participants.</p> <p>Qwest has provided meeting materials, also known as distribution packages, since the inception of Qwest's CMP in 1999. An improved distribution package format was introduced in September, 2001 for the Product and Process CMP meetings and in October 2001 for the Systems CMP meetings.</p> <p>Qwest has recorded meeting minutes since August 15, 2001 for Product and Process CMP meetings, and since September 19, 2001 for Systems CMP meetings.</p> <p>Qwest has made a number of improvements to its CMP website as a result of the Redesign effort.</p>	<p>Supporting data can be found at the following URLs: http://www.qwest.com/wholesale/cmp/marchive.html (CMP meeting material, including dates of meetings, distribution packages and meeting minutes) http://www.qwest.com/wholesale/cmp/index.html (Qwest's CMP web site)</p>

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Change Management Improvements

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			<p>There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs, and 13 Qwest Originated CRs on the candidate list for the IMA 12.0 Release.</p> <p>There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release.</p> <p>It should be noted that CLECs have had the ability to submit CRs since the inception of Qwest's Change Management Process f.k.a. CICMP. Between January 1, 2000 and September 30, 2001 Qwest processed and closed 68 OSS Interface CRs.</p>	
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Change Management Improvements

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 5 Sections 5.1 and 5.2 CLEC-Qwest OSS Interface Change Request Initiation Process Qwest implemented Section 5.1 as agreed to by the Redesign Team. Qwest implemented the process improvements that were agreed to by the Redesign Team.	September 5, 2001 (Original) Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.) October 16, 2001 (Revised) Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)	October 1, 2001 (Original) October 30, 2001 (Revised)	Qwest has complied with the revised process for 23 months. Between November 1, 2001 and September 30, 2003 Qwest processed 343 new OSS Interface CRs in accordance with the CLEC-Qwest OSS Interface Change Request Initiation Process. There are up to 9 CMP milestones for each CR 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable. For the time period specified above, Qwest is responsible for missing only 10 milestones of a possible 2242 milestones that have occurred so far. This equates to an average compliance rate of 99.55	Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Systems Interactive Reports.)
			Following is a description of the missed milestones: 1.) SCR012802-1	

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			<p>Milestone Missed: Initial Response Posted to Web</p> <p>Explanation: The initial response was sent to the CLEC on time, however, the initial response was not posted to the web until the following day. A process improvement was implemented in April, 2002 to correct this deficiency.</p> <p>2.) SCR012802-1</p> <p>Milestone Missed: Final Response Issued:</p> <p>Explanation: The functionality originally requested is not feasible. However, Qwest agreed to conduct an ongoing analysis of issues identified by the CLECs. Therefore, a final response has not been issued and this CR has not been closed.</p> <p>3.) SCR012802-1</p> <p>Milestone Missed: Final Response Posted to Web.</p> <p>Explanation: The functionality originally requested is not feasible. However, Qwest agreed to conduct an ongoing analysis of issues identified by the CLECs. Therefore, a final response has not been issued and this CR has not been closed.</p> <p>4.) SCR012802-2</p> <p>Milestone Missed: Initial Response Posted to Web</p> <p>Explanation: The initial response was sent to the CLEC on time,</p>	
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			<p>however, the initial response was not posted to the web until the following day. A process improvement was implemented in April, 2002 to correct this deficiency.</p> <p>5.) SCR062402-01 Milestone Missed: Initial Response Explanation: The initial response was not posted to until the following day.</p> <p>6.) SCR062402-01 Milestone Missed: Initial Response Explanation Posted to Web: The initial response was not posted until the following day.</p> <p>7.) SCR122002-0 Add UNE-P Centrex 21 to SATE. Milestone Missed: Acknowledgement of CR. The acknowledgement was missed by one day.</p> <p>8.SCR122002-0 Add Service order inquiry status (SOSD) to SATE. Milestone Missed: Acknowledgement of CR. The acknowledgement was missed by one day.</p> <p>9.) SCR073003-01 IMA Add New IMA Reject Reason "Requested Product Not Available" Milestone Missed: Acknowledgement of CR was missed due to the evaluation of this CR to determine if it should be processed as a systems or Product/Process CR.</p>	
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Change Management Improvements

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			<p>10.) SCR073003-01 IMA Add New IMA Reject Reason "Requested Product Not Available" Milestone Missed: CR Posted to Web was missed due to the evaluation of this CR to determine if it should be processed as a systems or P/P CR.</p> <p>Correction: Qwest originally reported that it was responsible for missing 1 additional milestone. The milestone was missed because the CLEC did not show up for the clarification meeting so the meeting had to be rescheduled (see SCR120301-1).</p> <p>Note: Discussions to clarify Qwest-originated OSS Interface CRs are generally held informally within Qwest by the originator of the CR and the Qwest Subject Matter Experts (SMEs) before the CR is even submitted to the CMP and meeting minutes are not prepared for such discussions. After the CR is formally submitted to the CMP, it is forwarded to Qwest SMEs, who may clarify the CR (although that is usually not necessary, as clarification discussions have already been held before the CR</p>	
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Change Management Improvements **9-30-03**

			<p>is submitted to CMP). In general, the date that the CR is forwarded to the Qwest SMEs is the date that is populated in the clarification meeting field in the CLEC-Qwest Systems Interactive Report and thus for milestone measurement purposes.</p>	
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Change Management Improvements

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.3 CLEC Product/Process Change Request Initiation Process</p> <p>Qwest implemented Section 5.3 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>September 5, 2001 (Original)</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting September 5 Final Minutes, Page 4.)</p> <p>October 16, 2001 (Revised)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 2.)</p>	<p>October 1, 2001(Original)</p> <p>October 30, 2001 (Revised)</p>	<p>Qwest has complied with the revised process for 23 months.</p> <p>Between November 1, 2001 and September 30, 2003, Qwest processed 137 new CLEC Product/Process CRs in accordance with the CLEC Product/Process Change Request Initiation Process. There are up to 9 CMP milestones for each CR 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable.</p> <p>For the time period specified above, Qwest is responsible for missing only 8 milestones out of a possible 1094 milestones that have occurred so far. This equates to an average compliance rate of 99.26%</p> <p>Following is a description of the missed milestones:</p> <p>1.) PC110201-2</p>	<p>Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Product and Process Interactive Reports.)</p>

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			<p>Milestone Missed: Customer Contacted Explanation: Employee was ill, manager did not reassign CR to a backup employee. Missed milestone by 2 days.</p> <p>2.) PC110201-2 Milestone Missed: Clarification Meeting Held Explanation: CRPM was ill, manager did not reassign CR to a backup employee. Missed milestone by 13 days. It is not clear in the notes why the meeting was scheduled for 11/27. The CLBC was contacted on 11/12.</p> <p>3.) PC120301-2 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late.</p> <p>4.) PC120301-3 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late.</p> <p>5.) PC120301-4 Milestone Missed: Clarification</p>	
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			<p>Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 2 days late. 6.) PC120301-5 Milestone Missed: Clarification Meeting Held Explanation: The date that the clarification meeting should have been held conflicted with the monthly CMP meetings, so the clarification meeting was held 4 days late. 7.) PC110201-1 Milestone Missed: Clarification Meeting Held Explanation: The clarification meeting was held 3 days late. 8.) PC062603-1 Milestone Missed: Send Acknowledgement Explanation: Acknowledgement was missed by 2 days.</p>	
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Change Management Improvements

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.4 Qwest Initiated Product/Process Changes</p> <p>Qwest implemented Section 5.4 as agreed to by the Redesign Team.</p> <p>Qwest implemented the process improvements that were agreed to by the Redesign Team.</p>	<p>Qwest implemented the process as agreed to in concept during the March 19 CMP Redesign Meeting.</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement in concept on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting March 18 & 19 Final Minutes, Page 10.)</p> <p>April 16, 2002 (Revised and Baselined)</p> <p>Meeting minutes that reflect that the Redesign Team agreed to modify this section may be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting April 16 Draft Minutes, Page 7.)</p>	<p>April 1, 2002 (Original)</p> <p>April 22, 2002 (Revised)</p>	<p>Qwest has complied with the original process for over 17 months and the revised process for over 17 months.</p> <p>Between April 1, 2002 and September 30, 2003, Qwest submitted 738 new Product/Process Changes in accordance with the Qwest Product/Process Change Process.</p> <p>There are 6 CMP Notification Requirements for each Level 1 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) Note that changes are effective immediately 4.) List no comment cycle and contact email for CMP Manager 5.) Include web notification form or redlined document, if required. 6.) Include history log, if required.</p> <p>There are 11 CMP Notification Requirements for each Level 2 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the</p>	<p>Supporting data can be found at: http://www.qwest.com/wholesale/notices/cnla/ (Select Product, Process, Training, Network-Tech Pubs)</p> <p>Http://www.qwest.com/wholesale/cmp/changerequest.html (Select CLEC-Qwest Change Request – Product and Process Interactive Reports)</p>

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			<p>proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification, if applicable.</p> <p>There are 11 CMP Notification Requirements for each Level 3 Change. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification.</p> <p>There are 9 CMP milestones for each Level 4-Change Request Change 1.) Send Acknowledgement; 2.) Post CR to Web; 3.) Contact CR</p>
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Change Management Improvements

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			<p>Originator; 4.) Hold Clarification Meeting; 5.) Send Initial Qwest Response; 6.) Post Initial Qwest Response to Web; 7.) Present CR; 8.) Send Final Qwest Response, if applicable; and 9.) Post Final Qwest Response to Web, if applicable. In addition there are 11 CMP Notification Requirements. Issue notice with the following: 1.) Level of disposition, 2.) Description of change 3.) List of comment cycle timeframes 4.) Provide comment URL 5.) Note the proposed effective date, 6.) Link to Document Review web site, if required; 7.) Post documentation on to the Document Review web site, if required; 8.) Include web notification form or redlined document, if required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) Final notification.</p> <p>For the time period specified above Qwest initiated 437 Level 1 changes, 153 Level 2 changes, 102 Level 3 changes, and 46 Level 4 changes.</p> <p>Qwest is responsible for missing 2 Level 4-CR milestones out of a possible 487 milestones that</p>
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			<p>have occurred so far. This equates to an average compliance rate of 99.59%</p> <p>Qwest is responsible for missing only 10 Level 1-4 CMP Notification Requirements out of a possible 4914 that have occurred so far. This equates to an average compliance rate of 99.79%</p> <p>Following is a description of the missed Level 4 CR milestones:</p> <p>1.) PC100202-1 Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error</p> <p>2.) PC101802-2IG Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error</p> <p>Following is a description of the missed notification milestones:</p> <p>1) Notification number: PROS.04.03.02.F.00415.Billing_Output. No level.</p> <p>2) Notification number: PROS.04.03.02.F.00415.Billing_Output. No comment cycle explanation.</p> <p>3) Notification number: PROS.04.04.02.F/00418.Ser</p>	
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			<p>4) vice_Managers. No level PROS.04.04.02.F/00418.Ser vice_Managers. No comment cycle explanation.</p> <p>5) Notification number: TRNG.04.23.02.F.02166.M ay_TRNG_Schedule. No level</p> <p>6) Notification number: TRNG.04.23.02.F.02166.M ay_TRNG_Schedule. No comment cycle explanation</p> <p>7) Notification number: TRNG.04.03.02.F.02167.2Q 02_Update. No level</p> <p>8) Notification number: TRNG.04.03.02.F.02167.2Q 02_Update. No comment cycle explanation.</p> <p>9) Notification number: NETW.04.19.02.R. 01810.#77405_D. Delay in response to comments.</p> <p>10) Notification number: NETW.04.19.02.R. 01810.#77405_D. Delay in final notification.</p> <p>Note: Through the CMP, a CMP CR was issued to change Qwest's process for redlining and green highlighting (PC100102-1CM was voted on by the CLEC community on December 18, 2002 and the CMP Document was revised on</p>	
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Change Management Improvements

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			<p>January 6, 2003). This process changed the associated milestones. Qwest is 100% compliant with the new milestones.</p> <p>Note: For Qwest-originated Product and Process CRs, the CMP framework does not require clarification meetings to be held, but Qwest has included this as a CMP milestone. Discussions to clarify Qwest-originated Product or Process CRs are generally held informally within Qwest by the originator of the CR and Qwest Subject Matter Experts (SMEs) before the CR is even submitted to the CMP, and meeting minutes are not prepared for such discussions. After the CR is formally submitted to CMP, Qwest SMEs may, but generally do not, clarify the CR. In addition, Qwest generally holds meetings with the CR originator after submission of the CR to CMP to discuss such matters as the CMP requirements related to the CR. In general, this is the meeting date that is populated in the clarification meeting field in the CLBC-Qwest Product-Process Interactive Report.</p>	
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Change Management Improvements

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 5.5 Postponement</p> <p>Qwest implemented Section 5.5 as agreed to by the Redesign Team.</p>	<p>June 5, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for June 5-6)</p>	June 19, 2002	<p>This process has been in place for over 15 months. During this time, the Postponement Process has not been evoked.</p>	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 6 OSS Interface Release Calendar</p> <p>Qwest implemented Section 6 as agreed to by the Redesign Team.</p>	<p>October 16, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 3.)</p>	November, 2001	<p>Qwest has complied with the improved OSS Interface Release Calendar for 22 months.</p> <p>The previous Calendar already provided OSS Release information, but was improved with the inclusion of additional customer facing system information.</p> <p>The revised OSS Interface Release Calendar was posted on the web in November 2001. Quarterly updates were posted on the web in January 2002, April 2002, July 2002, October 2002, January 2003, April 2003 and July 2003</p>	<p>The current view of Qwest's OSS Interface Release Calendar can be found at the following URL: http://www.qwest.com/wholesale/cmp/osscalendar.html</p>

Change Management Improvements

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 7 Introduction of a New OSS Interface</p> <p>Section 7.1 Introduction of a New Application to Application Interface</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)</p>	<p>November, 2001.</p>	<p>Qwest is introducing a new OSS Interface (ASR Pre-Order via XML) on October 29, 2003. There are 8 CMP milestones for the introduction of a new OSS Interface: 1.) Release Notification; 2.) CLEC Comments and Qwest Response; 3.) Implementation Plan review meeting; 4) Draft Technical Specifications issued; 5.) Walk through of Draft Technical Specifications; 6.) CLEC Comments and Qwest Response; 7.) Final Technical Specifications; and 8.) Release into Production. Qwest is currently 100% in compliance with the milestones it has reached to date.</p>	

Change Management Improvements

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 7.2 Introduction of a New GUI Qwest implemented Section 7 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 11.)</p>	<p>November, 2001</p>	<p>Qwest introduced a new GUI (FORCAST) on March 8, 2002. There are 6 CMP milestones for the introduction of a new GUI: 1.) Release Notification; 2.) Issue Draft Release Notes; 3.) Interface Overview; 4.) CLEC Comments and Qwest Response; 5.) Final Notification; and 6.) Deployment. Qwest demonstrated 100% compliance with these milestones.</p> <p>Qwest introduced a new GUI (QORA) on September 19, 2003. Qwest is currently 100% in compliance with the milestones it has reached to date.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1.1834.38.00.html</p>

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 8.0 Change to Existing OSS Interfaces</p> <p>Qwest implemented Section 8.0 as agreed to by the Redesign Team.</p>	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.</p>	<p>See Qwest's Record of Compliance column.</p>	<p>Qwest agreed to implement no more than 3 major IMA releases and 3 IMA point releases within a calendar year. Qwest has complied with this process for over 2 years.</p> <p>In 2001, Qwest implemented 2 major and 3 point releases. In 2002, Qwest implemented 3 major and 2 point releases.</p> <p>Qwest agreed to support the previous major IMA release for 6 months after the subsequent major IMA EDI (i.e., application to application) release has been implemented. Qwest has complied with this process for over 2 years.</p> <p>IMA Release 6.0 was implemented December 8, 2000 and IMA Release 5.0 was retired June 8, 2001.</p> <p>IMA Release 7.0 was implemented April 22, 2001 and IMA Release 6.0 was retired December 7, 2001. (Qwest exceeded its commitment to the CLECs.)</p> <p>IMA Release 8.0 was</p>	

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			implemented August 18, 2001 and IMA Release 7.0 was retired March 16, 2002. (Qwest exceeded its commitment to the CLECs.)	
			IMA Release 9.0 was implemented February 25, 2002 and IMA Release 8.0 was retired October 18, 2002. (Qwest exceeded its commitment to the CLECs.)	
			IMA Release 10.0 was implemented June 17, 2002 and IMA Release 9.0 was retired on December 17, 2002. (Qwest exceeded its commitment to the CLECs.)	
			IMA Release 11.0 was implemented November 18, 2002.	
			IMA Release 12.0 was implemented April 7, 2003 and IMA Release 10.0 was retired on July 18, 2003	
			IMA Release 13.0 was implemented August 4, 2003. Qwest agreed, except in one instance which followed the Exception Process, that major IMA releases should occur no less than 3 months apart. Qwest has complied with this process	

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			for over 2 years. (See release dates above.) In the instance, with IMA 13.0 QWEST issued CR# SCR010203-01EX Exception request to change the IMA 13.0 Timeline. This change was voted on and unanimously approved.	
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 8.1 Application to Application Interface Qwest implemented Section 8.1 as agreed to by the Redesign Team.	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.	November, 2001		Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1.1834.5.00.html

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 8.2 Graphical User Interface Qwest implemented Section 8.2 as agreed to by the Redesign Team.	November 1, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 8.	November, 2001	Qwest introduced changes to an existing OSS Interface – GUI (CEMR) on April 7, 2002, November 3, 2002, March 17, 2003, April 14, 2003, and August 18, 2003. IMA-GUI 10.0 Release on April 4, 2002, IMA-GUI 11.0 on November 18, 2002, IMA-GUI 12.0 on April 7, 2003 and IMA-GUI 13.0 on August 4, 2003. There are 4 CMP milestones for changes to an existing GUI: 1.)	http://www.qwest.com/wholesale/notices/cnla/bysubcat/1.1834.4.00.html (See CEMR Release 1.03.06 notices. 0

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			<p>Draft GUI Release Notice; 2.) Qwest Response to CLEC Comments; 3.) Final Interface Release Notice; and 4.) Deployment. Qwest demonstrated 100% compliance with these milestones.</p>	
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 9 Retirement of Existing OSS Interface	<p>November 1, 2001</p> <p>Meeting minutes that reflect that the Redesign Team discussed this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting November 1 Final Minutes, Page 12. Although the minutes do not specifically reflect that agreement was reached, the process was incorporated in the Qwest Wholesale Change Management Process document, which is indicative of acceptance.</p>	November, 2001.	<p>Qwest implemented a Retirement of an Existing OSS Interface – Graphical User Interface (CTAG) on July 22, 2002.</p> <p>There are 5 CMP milestones for retirement of an existing Graphical User Interface: 1.) Initial Retirement Notice; 2.) Qwest Response to CLEC Comments; 3.) Establish comparable functionality; 4.) Final Retirement Notice; 5.) Retirement.</p> <p>Qwest demonstrated 100% compliance with these milestones.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1,1834,38,00.html</p>

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 10 Prioritization</p> <p>Qwest implemented Section 10 and subsequent modifications to it as agreed to by the Redesign Team.</p>			<p>The CLECs have been able to prioritize CRs as described below:</p> <p>There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25 Qwest Originated CRs on the candidate list for the IMA 10.0 Release. The CLECs prioritized everything except the Regulatory CRs in August 2001 and again in October/November 2001.</p> <p>There were 2 Regulatory CRs, 16 Industry Guideline CRs, 10 CLEC Originated CRs, and 12 Qwest Originated CRs on the candidate list for the IMA 11.0 Release. It should be noted that the 2 Regulatory CRs were for PID improvements. The CLECs prioritized everything except the Regulatory CRs. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or Qwest Originated CRs.</p> <p>There was 1 Regulatory CR, 12 Industry Guideline CRs, 34 CLEC Originated CRs, and 13 Qwest Originated CRs on the</p>	<p>The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/System Distribution Doc.pdf (See Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p> <p>The CRs that were candidates for the IMA 11.0 Release, by CR type, can be found at the following URL: http://www.qwest.com/wholesale/downloads/2001/011012/System Distribution Package for 10-18-01, Attachment E for CRs originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE: There were no industry Guideline CRs for the IMA 10.0 Release.</p>

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			<p>candidate list for the IMA 12.0 Release.</p> <p>There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release.</p> <p>There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release.</p>	
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 11 Application-to-Application Interface Testing Qwest implemented Section 11 as agreed to by the Redesign Team.</p>	<p>February 7, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting February 5 - 7 Final Minutes - 03/12/02, Page 14, Paragraph 2.)</p>	<p>February, 2002</p>	<p>Although through the Redesign process the team agreed to the improved process for interface testing, it should be noted that SATF has been available to the CLECs since August 2001 and was used by CLECs to migrate their systems to the IMA 8.0 Release and later releases.</p>	

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 12 Production Support Qwest implemented Section 12 as agreed to by the Redesign Team.	December 10, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting December 10-11 Final Minutes, Page 7.)	February 2002	<p>Qwest has complied with this process for nearly 19 months.</p> <p>Between February 2, 2002 and September 30, 2003, there were 75 planned outages. Qwest missed the notification interval 1 time on March 31, 2003. (SYST.03.31.03.F.04282.SchdD w/TmlMAEDIGUI) Qwest has demonstrated 98.41% compliance with this process.</p> <p>It has been Qwest's practice, prior to the Redesign effort, to conduct post-deployment meetings.</p> <p>Between February 1, 2002 and September 30, 2003, Qwest processed 3 Severity 1s, 217 Severity 2s, 4292 Severity 3s, and 7 Severity 4s.</p> <p>Correction: Qwest previously reported 3 Severity 4's. These Severity 4's were resolved and closed during the initial help desk contact, and therefore not subject to the Production Support Process.</p> <p>On June 18, 2002, CLECs and Qwest agreed to processes for</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1.1834.38.00.html (See Planned Outage notification type.)</p> <p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/cnla/bysubcat/1.1834.56.00.html (See 3/27 Release Notice SYST.03.27.02.F.04001.IMA_Rlse_9_01.doc</p>

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			<p>Product/Process production support. Qwest implemented this process on July 15, 2002.</p> <p>Note: In the process of preparing the reply comments for the OSS Declaration in the FCC 271 proceedings, Qwest discovered that a number of event notifications that were required to be issued by the CMP Framework had not been issued, even though the underlying defects had been corrected. After investigating the reasons for the non-issuance of these notifications, it became apparent that there was confusion among some members of the Qwest IT Staff. Once it identified the missing event notification problem and its cause, Qwest promptly issued clarifying instructions to the IT Staff so that going forward there will be no confusion.</p>	
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 13 Training</p> <p>Qwest implemented Section 13 as agreed to by the Redesign Team.</p>	<p>May 2, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://Qwest.com/wholesale/cmp/redesign.html (see CMP Re-Design Meeting May 1-2, Page 11)</p>		<p>Although the Redesign Team agreed to the documented process for training, it should be noted that Qwest has provided training on OSS Interfaces and Product/Process changes since the beginning of 2000.</p>	<p>Supporting data can be found at the following URL: http://www.qwest.com/wholesale/training/index.html</p>

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Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 14 Escalation Process Qwest implemented Section 14 as agreed to by the Redesign Team.	the Redesign Team September 20, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (See CMP Redesign Meeting Sept. 18 & 20 Final Minutes – 10/10/01, Page 3.)	November 16, 2001	Qwest has complied with the Escalation Process for 22 months Between November 16, 2001 and September 30, 2003, Qwest processed 11 OSS Interface escalations and 7 Product/Process escalations in accordance with the CMP Escalation Process. There are 8 CMP milestones for each escalation: 1.) Monitor Escalation; 2.) Validate Escalation; 3.) Acknowledge Escalation; 4) Post Escalation to Web; 5.) Notify CLECs of Escalation 6.) Monitor for Participation; 7.) Qwest Binding Position; and 8.) Monitor for CLEC Response. Qwest is responsible for missing 1 milestone out of a possible 143 milestones. This equates to an average compliance rate of 99.30% In accordance with the CMP, Qwest must post an escalation on the web within 1 business day of receipt of the complete escalation. Qwest missed this milestone by 1 day for PC102301-2-E02.	Supporting data can be found at: Http://www.qwest.com/wholesale/cmp/index.html (See Escalations and Disputes - Initiation - Ongoing - Archive

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 15 Dispute Resolution Qwest implemented Section 15 as agreed to by the Redesign Team.	September 20, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://QWEst.com/wholesale/cmp/p/redesign.html (see CMP Redesign Meeting Sept. 18 & 20 Final Minutes - 10-10-01, Page 5)	November 16, 2001	This process has been in place for 22 months, but has not been invoked since agreement on the process was reached. Qwest's Dispute Resolution tool may be found on Qwest's CMP web site.	Supporting data can be found at: http://qwest.com/wholesale/cmp/escdisp.html See Escalations and Disputes <ul style="list-style-type: none"> - Initiation - Ongoing - Archive

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
<p>Section 16 Exception</p> <p>Qwest implemented Section 16 as agreed to by the Redesign Team.</p>	<p>June 6, 2002</p> <p>Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for June 5-6)</p>	<p>June 19, 2002 (original)</p>	<p>This process has been in place for over 15 months. During this time, Qwest has received 20 Exception requests. There are 6 CMP milestones for the Exception process: 1.) Acknowledge receipt of Exception submission; 2.) Issue Notification of pre-meeting; 3.) Conduct pre-meeting; 4.) Issue vote notification and ballot; 5) Conduct vote; 6.) Post disposition notification and tally form. Qwest is responsible for missing 2 milestone out of a possible 120 milestones. This equates to an average compliance rate of 98.33%.</p> <p>Following is a description of the missed notification milestones:</p> <p>1) CR Number: SCR041703-04EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time.</p> <p>2) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time.</p>	<p>Supporting data can be found at: http://www.qwest.com/wholesale/cmp/learnmeetings.html and http://www.qwest.com/wholesale/notices/cnla/</p>

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			Note: Through the Redesign Process on September 12, 2002, the milestones were amended to require a pre-meeting for all Exception Requests.	
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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 17 Voting Qwest implemented Section 17 as agreed to by the Redesign Team.	July 10, 2002 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for July 10)	July 17, 2002	<p>This process has been in place for over 14 months. During this time, Qwest has conducted 27 votes. There are 3 CMP milestones for the Voting process: 1.) Issue Notification of a vote; 2.) Issue Notification of vote result; 3.) Post vote result and meeting minutes. Qwest is responsible for missing 2 milestones out of a possible 81 milestones. Qwest has demonstrated 97.53% compliance with these milestones.</p> <p>Following is a description of the missed notification milestones:</p> <p>1.) CR Number: SCR041703-04EX (MCI exception) Milestone missed: The disposition notification and tally form were not posted on time.</p> <p>2.) CR Number: SCR041703-04EX (Qwest exception) Milestone missed: The disposition notification and tally form were not posted on time.</p>	Supporting data can be found at: http://www.qwest.com/wholesale/cmp/teammeetings.html and http://www.qwest.com/wholesale/notices/cnla/

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Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 18 Oversight Review Process Qwest implemented Section 18 as agreed to by the Redesign Team.	September 13, 2002 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://qwest.com/wholesale/cmp/redesign.html (see CMP Redesign Meeting Minutes for September 12-13)	September 18, 2002	This process has been in place for over 12 months. During this time, 4 referrals have been made to the Oversight Review Committee.	Qwest developed a web site to manage requests and information relating to the Oversight Review Process. This web site is located at: http://www.qwest.com/wholesale/cmp/coc.html